

to the repair stating that the frequency of this repair, at an ^{estimated} cost, would result in a tremendous disadvantage to the dealer. It was then suggested that I contact

Owner Relation Dept. in Detroit. I have attempted almost daily to reach you by phone, but have found the line constantly busy.

I have had a good relationship with my dealer & respect for the AMC product, as evidenced by my 2nd vehicle, as well as those of my family. I am however frustrated with this issue with the valve cover & find it discouraging to have to resort to a written letter of discontent.

I am awaiting your response & hopefully anticipate some resolution to this problem.

Very truly yours,

Rita Myer
508 Murdansk St.

Pittsburgh, Pa 15211

412-381-0967 Home #

412-565-7882 Work #

000749

000750

"Oakledge"
Boardman Avenue
Manchester, Massachusetts
01944

March 11, 1984

Mr. John Hill
Owner Services Consultant
Jeep Corporation
14250 Plymouth Road
Detroit, Michigan 48232

Dear Mr. Hill:

I would like to express my appreciation for your interest and time concerning the problems I have had with the recent purchase of a 1984 Jeep Cherokee (vehicle ID #1JCUL7713ET022014) from Clair's International Motorcars West Roxbury, Massachusetts. The vehicle was purchased on November 16, 1983 with delivery taken on December 1, 1983. Per your request, I am enclosing below a documented chronological list of problems with the vehicle to date.

December 1, 1983	Rear passenger quarter panel leak High pitch whistle from heating system
December 2, 1983	High engine idle (problem continued even after proper engine temp. reached) Defects found in paint work (pimpling and lack of proper body preparation)
December 3, 1983	Visors pop out of center holder Trouble shifting from first to second gear
December 18, 1983	Emergency brake will not hold vehicle
December 24, 1983	Engine oil down one U.S. quart (500 mi. on odometer)
December 27, 1983	Appointment made to have problems corrected
January 9, 1984	Vehicle taken in for 1000 mi. check and problems listed to be checked.

000751

January 18, 1984 Vehicle picked up (nine days later)
 Paint job incomplete
 Whistle still present in heating system
 Engine idle still high
 *Due to dealer neglect, hood now raised in area
 of air cleaner

January 19, 1984 Dealer and Jeep District Office contacted
 on condition of vehicle

January 21, 1984 Roof of vehicle found to be two different
 shades of original color

January 27, 1984 Engine oil down another one U.S. quart(1900 mi. on
 odometer)
 Drivers side rear quarter panel leak

February 13, 1984 Vehicle taken in for paint work to be done,
 visors to be fixed and drivers side rear
 window to be fixed.
 Oil consumption problem questioned (told normal)
 District office/Gregory Racheotes contacted
 by self to look at vehicle

February 17, 1984 (Five days later - Total shop time to date 14 days)
 Paint work still defective (dirt where paint
 was applied) New ding on hood
 Window not fixed, visors not repaired
 Problem occurs with brakes on trip home
 from dealership

February 21, 1984 Dealer and District Office contacted
 Problem again with oil level (oil down $\frac{1}{2}$ U.S. quart)
 No satisfactory answer on problem
 Contact with Jeep Corporation Detroit, Michigan
 John Hill - Owner Services Consultant (problem noted)

February 25, 1984 Oil found leaking from top of engine block
 Oil also found in and around entire engine
 compartment
 Unknown fluid now leaking from area of master
 cylinder

February 29, 1984 Ernest Clair, President Clair International
 Motorcars contacted
 Expressed concern of problems with paint and oil
 Appointment made to have vehicle taken in to
 be checked

March 1, 1984 All windows in vehicle leaking (except windshield)

000752

March 6, 1984	Driving at approximately 60 mph. engine quits completely Engine smoking - Oil check reveals oil level down $\frac{1}{2}$ U.S. quart (2850 mi. on odometer)
March 7, 1984	Vehicle taken in for service Service Manager T. Gately goes over vehicle Acknowledges oil leak "as minor" Acknowledges poor paint work Contact Gregory Racheotes to look at vehicle told tied up till the 15 th of March
March 8, 1984	Contact with Ernest Clair told problem is out of his hands Does not acknowledge problems but contradicts himself OIL: There is only a minor leak (Clair) What about leak around master cylinder (Self) Probably oil blowing back (Clair) Paint: They don't paint these things too good, they're for the beach and woods (Clair) Express concern over vehicle's problems Discuss receiving new vehicle or refund Told "no" take it up with Jeep
Early Afternoon	Receive call from Gregory Racheotes No answers to problems with vehicle Told problems only minor Express desire to receive new vehicle or refund Told to take problems up with Clair
One Hour Later	Receive call from Allan Smith / Jeep District Office Asks what the problem was Would not listen to concerns/ Rude and Offensive
Late Afternoon	Receive call from T. Gately Vehicle is repaired Three oil leaks found (engine with 2900 mi.) Rear pinion A/C power cut off Valve cover gasket Paint job not completed

000753

To date Mr. Hill, I feel the problems with the recent purchase of the Jeep Cherokee are substantial and merit a new vehicle or a complete refund. For a number of years I have stayed away from purchasing an American built vehicle, feeling they were inferior to foreign built models. With this purchase I placed my belief in the Jeep Corporation as one of the few American automobile manufacturers that could produce a quality product. Unless some sort of affirmative action is taken, my faith in not only the American automobile industry but the Jeep Corporation remains diminished.

Sincerely yours,



Brendan S. Kammerer

encls.

cc: W.P. Tippet Jr.
Robert Hopkins
Ernest Clair

000754

TRY 12 1986
IN SERVICES

May 1, 1986

Robert E. Roth
Suite 400
23046 Avenida de al Carlota
Laguna Hills, Ca. 92653

CC: Ms. Walker
Regional Sales Office
Detroit

Re: 1984 Jeep Cherokee - VIN #1JCUL772XET109529

Dear Mr. Roth:

Received your letter. this is what I have to say about the matter.

On 4-25-84 I went to Johnsons 4W/D Center to pick up my new jeep. At that time I noticed chips in paint, a dent where tire carrier was installed, and some defects inside the car. I brought this to the dealers attention, his response was to drive the car until 5,000 mile check up because we/I may find more defects.

In that time my car was vandalized and needed a new dash. I had also noted oil leaks, rip in steering wheel and dieseling when car shut off.

I took the car to dealers to have vandalization damage and manufacturers defects fixed. I supplied the dealer with a list of items as follows:

1. Vandalization damage
2. Oil Leaks
3. Chips in paint
4. Dent where tire carrier was installed
5. Crack in paneling
6. 5,000 mile check up
7. Rip in steering wheel
3. Dieseling when shut off

When I picked up my car 17 days later I was given receipt #33946 (attached) It makes no mention of manufacturers defects. When questioned service manager about several of these manufacturer defects he stated that oil leak was ok it was just overfilled at factory. I would like to bring your attention to pre-delivery check list section B(attached) and a: far as the chips go he said it is sometimes better to leave them as is than to attempt to fix them. I later noticed that other items that were fixed were not documented such as cracked paneling steering wheel and no mention of 5,000 mile check up on receipt or in customer log book. As far as dieseling problem dealer could not verify. Now I will give you some examples of the poor workmanship in

000755

reference to the vandalization damage repair. I went to inspect the new dash. I was very disappointed to find pieces of paint flaking off of dash and excessive overspray, when dealer was asked he said sorry Mr. Magnussen we used the wrong paint we will have to order another one. We will call you when new dash comes in.

Two weeks after I took the car home it would not start. I found key switching device falling off of steering column which was replaced by dealer. I have witnesses to support this fact on switch which created a terrible inconvenience on us due to having to push start the car until part came in. I also still observed oil leaks and dieseling problem. I still had received no word from the dealer on new dash so I contacted them about dash and other problems listed above. (at 11,000 They said dash would be in shortly and at that time they would fix other problems. At 12,600 miles dealer contacted us that dash had arrived. We brought car in on a Tuesday and dealer said car would be ready by Friday. On Friday I called dealer only to get again were sorry Mr. Magnussen but we received the wrong dash. It will take one week to get a new one. At this time I contacted the AMC California Zone Office and spoke to a Jack A about poor service and workmanship. His solution was to try and work it out with the dealer. That was over a year ago when my car was still under the 12,000 mile warranty.

The dealer called a week and a half later saying car was ready. When I picked up my car I was given receipt #34781 (attached) Again no mention of oil leaks, dealers response was we found leak at rocker arm cover and fixed it. They also did fix switch and stated it was their error. I then took my car home only to find oil leaks continuing, car still dieseling, two inch hole in heater housing which was filled with play-doh and missing screws. I then took the car back to the dealer about above listed items. I asked dealer how hole got there, he said worker had dropped screw in top of dash and had to cut it out, but we will fix it better this time and also the oil leak and dieseling problem.

I picked up my car three days later and was given no receipt, service manager had gone home for the day and the sales manager said there was no receipt due to it being under warranty and no money was involved. They did locate the dieseling problem and said it was caused by a bad solenoid and would not charge us. wasn't that nice of them

At 20,000 miles car still had oil leaks and water pump was leaking. Took car back to dealer for repair, agreement with service manager was to charge us for water pump repair only because oil leaks was a reoccurring problem. We did supply dealer with a list attached. When we picked up the car I was given receipt #36105 (attached) by sales manager. This receipt had charges for oil leak repair. We told the sales manager that we had discussed this with the service manager. And asked that it be removed off of our bill, the sales manager angrily took the charges for the oil leak repair off and told us never to bring our car there again because he would not work on it.

000-756

Now my oil leaks are worse than ever before. Four times now I have had my car in for the same thing and gave the dealer a list to work with each time. But none of our receipts reflect that, except for the last one that in which they refer to the problem as normal sepage. I do not call parking my car for five minutes and having four or five drops on the ground normal sepage.

I have had more problems than reference in this letter but it would take a long time to state them all. I find it hard to believe that you make one phone call to Johnsons and take their word and close the case. I called Detroit office and spoke to a Ms. Walker, she suggested that I contact Brian Chuchua's Jeep in Placentia and set up an appointment with an AMC rep. We did so only to find out that the AMC rep. doesn't go there and were instructed to try another dealer.

My dealer was supplied with a list on every occasion. I guess he didn't tell you that. I feel it is not my responsibility to babysit your dealers with their paperwork process and make sure they supply you with this data for your files.

My lawyer feels that my car has been damaged more than repaired at Johnsons and cannot understand why AMC is not standing behind the customer.

I have also just had an electrical short in my steering column which I believe is from when the dealer repair the original damage. If you call that good workmanship than you may agree with Johnsons that I am rude. Isn't that what they told you, because I certainly do not agree.

I feel if I could just meet with an AMC rep. I would prove dealer damage and poor workmanship on Johnsons part.

I also am very disappointed in your Goodwill Policy since your only attempt to aide us was a call to Johnsons asking them about the problem. There poor workmanship as stated in many examples in this letter should create some doubt in your mind as to their credibility and I feel an area rep. going to Johnsons and asking to see our file could possibly turn up some facts to support our case. And if that is so would solve this problem.

I expect a response to this matter within: fourteen days or I will be forced to pursue legal action.

Please direct any questions or corrective action to this problem to:

Lorna Magnussen (714) 579-2100 ext. 135 7-4

Steve Magnussen (714) 788-4532 5-7

Sincerely,

Stephen D. Magnussen

000757

FEB 26 1985

OWNER SERVICES

ASUM Legal Services Office

BRUCE B. BARRETT, ATTORNEY AT LAW
UNIVERSITY CENTER, MISSOULA, MONTANA 59812
406/243-4213

February 20, 1985

Jeep Corporation
14250 Plymouth Road
Detroit, Michigan 48232

Dear Sirs:

This office is representing Daniel DeFrank regarding his purchase of a 1984 Jeep Cherokee, vehicle identification number IJCUX781XETI28057. Mr. DeFrank purchased the Jeep Cherokee May 31, 1984 from Flanagan's AMC: Jeep and Renault, and received delivery June 1, 1984.

As stated in Mr. DeFrank's affidavit to you dated December 13, 1984 (copy enclosed) he has had sufficient problems with the vehicle to warrant a claim under the New Motor Vehicles Warranties Act of Montana (MCA §61-4-501 et. seq.)

Problems have occurred in five major areas:

1. Fuel System - bad choke operation, dieseling, and rough inconsistent idle operation.
2. Electrical System - total electrical malfunctions
3. Transmission - bad clutch, grinding noises, pressure plate, release bearing, and flywheel problems.
4. Engine - oil leaks, rear main seal leaks, and valve cover leaks.
5. Fit and Finish defects - defective rear door, cracking fiberglass and peeling paint.

To date, the Jeep has been in the repair shop on thirteen occasions for a total of fifty-three days in the seven and one-half months that Mr. DeFrank has owned it.

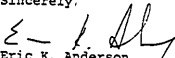
Mr. DeFrank is at this time formally requesting a new replacement vehicle of the same model and style and of equal value, since after a reasonable number of attempts, the authorized dealer has failed to conform the vehicle to all applicable express warranties.

Please address all correspondence regarding this issue to this office.

00C-758

Incidentally, as of the date of this writing, a new problem has occurred. A major fuel leak developed on February 17 1985 which is currently being investigated by 4 Seasons Subaru Buick, the authorized service agent for Jeep.

Sincerely,



Eric K. Anderson
Legal Intern

EKA/lmg

Enc.

000759

20

000-760

JUN 16 1986
SERVICES

6 Philips Manor Road
Towaco, NJ 07082
(201) 335-2932

June 10, 1986

American Motors
Jeep Division
14250 Plymouth Road
Detroit, MI 48232

Gentlemen:

Since purchasing my 1985 Jeep Cherokee in March 1985 at Scerbo's in Parsippany, NJ I have encountered a series of problems which I feel have not been handled properly. The following is a listing of the many problems (several repeat problems):

<u>DATE</u>	<u>PROBLEM</u>	<u>COMMENT and/or RESOLUTION</u>
2-28-85	Picked up vehicle at Scerbo's. Immediately discovered cracked windshield. Made arrangements to have windshield replaced. Dent in hood.	Poor preparation by dealer. Should have been noticed by dealer before delivery to me. Fixed within week.
4-10-85	NOTE: THIS WAS FIRST AVAILABLE DATE FOR SERVICE. Replace cracked windshield. Coolant leaking. Check clutch operation.	After replacement, poor clean-up by dealer. Glass fragments all over front interior floor. Coolant leaking: service department noticed low fluid level.
4-11-85	Picked up vehicle.	
6-03-85	Noticed another leak on 6-3. Made appointment for 7-24. AGAIN, earliest possible date. When I brought it in on 7-24, they had no record of appointment, so they had to reschedule me for 9-17. AGAIN, earliest possible date.	

00C-762

<u>DATE</u>	<u>PROBLEM</u>	<u>COMMENT and/or RESOLUTION</u>
9-17-85	Noticed rear differential leak. Doors need alignment. Fix horn. Fix rear-view mirror. Check transmission-makes noise when going into reverse gear.	Replaced rear seal.
9-24-85	LESS THAN 1 WEEK LATER COINCIDENCE?? Jeep broke down on Rt. 287.	
9-25-85	Towed into Scerbo's. Determined that the rear end went. I also told them to check for leak in engine area (front left).	
10-29-85	A TOTAL OF 26 WORKING DAYS FOR SERVICE!! FINALLY, picked up Jeep after many pleadings for service. Response was either no parts/had to order or discovered something else was wrong. During this long period, I requested but was never given a loaner vehicle.	Replaced rear end.
1-10-86	Took Jeep in: Leaking oil from rear end. Seal was worn. Picked up Jeep.	Replaced seal.
2-25-86	Took Jeep in: Transmission oil leak. Valve cover gasket leaking. Possible coolant or power steering leak.	Replaced.
2-27-86	Picked up Jeep.	
3-24-86	Differential breather hose worn out Power steering fluid leak	Replaced. Ordered parts.
3-25-86	Picked up Jeep.	
4-23-86	First available date for service. Replaced power steering box.	
04-25-86	Picked up Jeep.	

000763

<u>DATE</u>	<u>PROBLEM</u>	<u>COMMENT and/or RESOLUTION</u>
05-16-86	In shop again for another working day. Leak in front, which I had pointed out to Assistant Manager on 4-25, when I picked up Jeep after two days' service. Rear leak again. AGAIN, rear pinion valve gasket. Could not get appointment until 6-24.	

My reasons for documenting all of these problems is because:

1. There has been an on-going series of leaks since the spring of 1985. On several of these trips in for service I had to show them where the leaks were and still, in spite of repeat trips back for service, they evidently were never repaired. I even had them put it up on jacks so I could point out leaks and problems to the Assistant Service Manager. I do not mean to sound chauvinistic, but when I, a woman, have to show the service department where the problems are, I begin to lose confidence, particularly so when the problems appear to be never-ending.
2. On one occasion, my father had to actually show them where the power-steering fluid level was dry after the test driver stated that there was nothing wrong with the vehicle. After that, the power steering box was replaced.
3. I feel that there is a definite lack of quality service:

HOW CAN ONE DEALER PROPERLY SERVICE THREE (JEEP, PONTIAC, SUBARU) AND STILL MAINTAIN QUALITY SERVICE, SEPARATE AND DISTINCT TYPES OF AUTOMOBILES

- a) Even basic parts sometimes not available have to order.
 - b) A very long period of time between making appointments and actual dates of appointments.
4. Because of the above, I feel that I should not be responsible for the charges incurred; i.e. these problems have been persistent since purchasing.

Since I am self-employed as a wallpaper contractor, I really depend on my vehicle to conduct my business. As you can see by the frequency of the dates and the time periods for service, I have been very inconvenienced by the poor dependability of my Jeep. And I am becoming less confident as time passes just waiting for the next thing to go wrong. As a business woman who meets many customers during a week's time, I am a poor advertisement for Jeep.

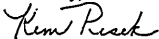
Based on the number of days that my Jeep has been in for service and the poor reliability of this vehicle, I am considering going to the Consumer Affairs Division for information and/or reimbursement via the "Lemon Law"

000764

JEEP: 4

However, before it goes that far, I wanted to inform you of these many problems and request that a Regional Manager investigate this matter. The next service appointment is June 24. Could you please arrange to have a Regional Manager there around the 24 of June? I would appreciate your assistance, and look forward to hearing from you.

Sincerely,



(Miss) Kim Pisek

slp

cc: Regional Office
Elmsford, NY

P.S. I have copies of all the work-up sheets (in case you need them).

000765

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00C-766

MAR 12 1981

MARCH 8, 1981

MISS D. WALKER
A.M.C. Corp

I PURCHASED ONE OF YOUR AMC STA. WAG
IN JUNE 1981 - IT HAD AN OIL LEAK ON
THE ENGINE HEAD

BROUGHT IT TO TOWBIN CHEV
NOTTINGHAM WAY, TRENTON 6/30/81
THEY ALLEGED TO HAVE REPAIRED IT.
LEAKED CONTINUOUSLY, USING 1 QT.
OF OIL EVERY 600 MILES -

BROUGHT IT BACK AGAIN 4/1/82
AGAIN THEY ALLEGED THAT IT WAS
O.K.

BACK AGAIN 4/12/82 SAME PROBLEM
PHOTOSTATIC COPIES SHOW THE WORK
DONE -

NOW ON 3/6/82 MADE APPOINTMENT
PRIOR TO THIS DATE TO REPAIR THE OIL
LEAK WHICH WAS PERPETUAL FROM THE
BEGINNING - THEY CHARGED ME \$166.73
FOR SOMETHING THAT WAS DANGEROUS
FROM THE DAY I PURCHASED THE VEHICLE.

IS THIS JUSTICE OR SHOULD I TURN MY
PURCHASE OVER TO CHRYSLER WITH

A FIVE/0R 50/ WARRANTY?
I HAD MY EYE ON YOUR EAGLE OUTPUT.
PRICE TOO HIGH FOR ME, I'M ON S.S.
SOME ATTENTION SHOULD BE CENTERED
TOWARDS TOWBIN'S ESTABLISHMENT.
THEY ALSO REFUSED TO RELEASE THE CAR
TO ME BECAUSE I DIDNT HAVE THE
READY CASH.

I DONT FEEL AS THOUGH I SHOULD
HAVE BEEN CHARGED THAT \$166.73 FOR
SOMETHING THAT WAS YOUR FAULT.

ENCLOSED YOU'LL FIND THE WORK SHEETS

Thank You for my consideration

ANTHONY C. TALLONE
15 WINDSOR LANE NO.
YARDLEY, PA. 19067

IF NOTHING IS DONE ABOUT THE
ABOVE I WILL HAVE TO TAKE OTHER
STEPS

000788

AUG-3 1983

DI 158110

lora

July 30, 1983

AMC/Jeep Corporation
Owner Relations
14250 Plymouth Road
Detroit, Michigan 48232

Dear Sirs:

My 1981 CJ-7 (VIN# 1JCCM87E3BT004576) has a problem - THE VALVE COVER AND GASKET LEAK CONTINUOUSLY. I have had John Irish AMC/Jeep in San Rafael, California replace them 2 or 3 times (I have lost count at the moment) The engine block is constantly wet with oil.

THIS IS ABSURD.

The original replacement parts (partially covered by my warranty) were supposed to solve the problem. WRONG. The mechanics have since implied that this is a chronic problem with (obviously) no permanent solution.

Whatever the problem is, it is not something that I should have to pay for and deal with every 10 - 15 thousand miles. What do you suggest?

Thank you for your help in this matter. With a perpetually oil-soaked engine and driveway, I anxiously await your response.

Sincerely,



Robert C. Edwards
20 Walnut Avenue
Mill Valley, Ca. 94941

RCE/pc

cc: AMC/Jeep Corporation
P.O. Box 92787
Airport Station
Los Angeles, Ca. 90009

000769

March 19, 1984
 Paul Rohm
 1828 N Clark
 Appleton, WI 54911

Jeep Corporation
 Owner Relations
 14250 Plymouth Road
 Detroit, MI 48232

Dear Sir:

On January 11, 1982 I purchased a used jeep CJ7 1981 serial 1JCCM87E8BT008087. There was 2,418 actual miles on the jeep when purchased.

Listed below are some of the problems I have had thus far.

1. 4/18/83-- brakes didnt release. replaced rear brake shoes and rebuilt the wheel cylinder (\$239.28)
 2. 7/18/83-- inner and outer axle seals failed thus making the rear axle drop down (\$128.55)
 3. 8/23/83-- Oil leakes-timing cover seal (\$ 31.37)
 4. 9/08/83-- Oil leakes-rocker arm cover (\$ 42.00)
 5. 12/27/83-- Oil leakes-between transmission and transfer case (\$203.81)
 6. 3/12/84-- completely replaces transmission plus towing charge (\$670.88)
- The total bill arriving at \$1,317.89.

There are now 24,721 miles on this jeep. This vehical was mainly used on improved roads. The four wheel drive is seldom used.

I am very disappointed with this vehical. Watching television commercials leads me to beleive I should get a much better performance. My vehical is now back in operation for how long?

000770

Is there any way you can help me with this vehicle?
Please contact me at (014) 734-8618 Home or at (014) 734-1111
business.

Sincerely,



Paul Rohm

000771

metane
NY on PHIL phil



Jan. 25 1964
 Box 344, Rm. 400
 Columbus, Ohio

I was the Agency owner of a 1971 C-7 until now. I was recently told to still a new clutch in my C-7 as a cost \$ 350 dollar. Several months later I was told to replace the clutch again due to the fact that 1971 C-7s are equipped with plastic valve covers.

I could not believe my CJ-7 **ILLEGIBLE**
equipped with a plastic valve cover. I
was informed by my mechanic that the
plastic valve cover was due to the fact
that it is composed of plastic and inadequately
secured in the motor allows it to
escape from the motor.

The unit usually slinks away from the very rear of the water at such a slow rate that it does not collect in the ground out the bell housing where the clutch is located. The oil comes in contact with the clutch allowing it to fuse and thus necessitate replacement.

A valve cover will fit piston secured by only two bolts and utilizing a seal gasket which was suitable.

I have been unsuccessful in finding metal valves with one welded on opposite side and turn your face, in w. to w. the needle in the slot.

000773

1000 1000 1000

John C. Wells Jr.

1. 2. 3. 4. 5. 6.
 1. 2. 3. 4. 5. 6.
 1. 2. 3. 4. 5. 6.

۷۴ - (در مورد...)
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ILLEGIBLE

000774

FEB. 21, 1984

satisfaction (including an

and test) was not required

In July of '83 I purchased
an '81 Jeep CJ7 with
A straight 6 cyl. motor.
I bought the Jeep USED with
32 thousand miles on it.
My problem is this, the
VALVE COVER IS PLASTIC
AND I CANNOT keep it
SEALED. IT POURS oil out,
AND EVERY two months I HAVE
TO HAVE IT RESEALED I HAVE
TAKEN IT to mechanics AND
they tell me THAT'S the way
IT IS. NOT VERY SATISFYING
FOR ANSWER PLEASE ADVISE
ME ON WHAT TO DO TO
CORRECT this problem

THANK YOU
B. H. Wilson

000775

22

000776

Owner's Name **THILKINTON**

Grade **1** Inspector **M**

AMC/Deepire/NAULT

OWNER CONTACT: 1-800-451-1000 (A CRASH CALLING LINE)

Address **448 Glenview Rd 14534**
 City **Staten Island, NY**
 Zip **10314**
 Phone **718 546 1644**

Selling Dealer **McIntire - Hackett**

Handling Dealer **Boys' Guide**

Charge To **712 533 716**

Coast **Information Given By**

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00C-78

DEC-5 1983

pete

December 3, 1983

Attor Owner Relations
Jeep Corporation
Detroit, Michigan 48232

On February 17, 1983 I purchased a Jeep CJ-7 Renegade hardtop at Courtesy Oldsmobile, Route 30 West, Irwin, Pennsylvania, price \$11,208.28. The vehicle identification number is 1JCC87E4D0045301. I just returned from my fifth trip to that garage for repairs since I purchased it and discovered it is still leaking oil. I am now told a valve cover will be ordered and installed, hopefully putting an end to my leaky engine problems. This means another trip to the garage, 40 miles from where I live, someone going down to bring me back home and someone taking me back down when the Jeep is supposedly repaired. Also I have had water leaking into my Jeep ever since I bought it and have had it back several times to have this problem fixed. The area around both vents leak water and have been attempted to be fixed with no success. New weatherstripping has been installed on one door and has not put a stop to water leaking into the Jeep in the top front area of this door. The other door also leaks water during a hard rain. Because new weatherstripping has been tried without success, could it be the Jeep has not been properly assembled? Water also leaks into my Jeep around the heater area of the vehicle and is still doing so. Attempts have been made to locate exactly where the water could possibly be entering the Jeep with no success. This means

floor is always wet which is going to result in my carpet being ruined and my floor eventually rusting out. What am I to do? The dealership, where I purchased the Jeep, have done their best to find the reasons for these leaks-but can not. Am I supposed to ignore the water coming into my Jeep? I have friends that own Jeeps and have had very good luck with their vehicles. I am one of the unlucky ones who paid good money for a vehicle that is nothing but troubles. Everybody you talk to says buy American, buy American made products. If this Jeep is any indication of the quality of an American made product it is no wonder many people are buying Toyotas, Datsuns and Volkswagens. I was always under the impression Jeep made a good running, well built vehicle that you could depend on but I am quickly finding out this is not the case. I have owned an AMC Eagle in the past and found it to be a very dependable automobile. Other members of my family own AMC products, but I can assure you if something is not done about this Jeep this fact will quickly change because they will never buy another AMC automobile. If you are truly a reputable company, please let me hear from you regarding this disgusting situation. I have also sent copies of service work orders to make it very clear to you the troubles I am having with this Jeep.

Yours truly,

Gerry L. Dallara

Gerry L. Dallara
Sixth Street Ext.
Avonmore, Pennsylvania 15618
(412)697-5217

000-779

FEB 15 1984

Dear Sir

I am writing this letter about a new 1983 Jeep I am having a problem with the Jeep is a CT-7 Renegade witch is a beautiful Jeep. It have just about everything on it including a hardtop

I have 5000 miles on or the Jeep at about 3500 miles oil started leaking out around the valve cover I cleaned it off and didn't worry too much about it I now have to degrease the motor about every 300 miles

after I looked real close under the hood I saw the problem the motor has a plastic valve cover, witch is held on with only 2 bolts I could not believe it

000780

I bought the Jeep thinking
I was getting a well built car,
But a plastic valve cover?

I went to the dealer
which is West Coast AMC in Port
Petersburg and talked to the
Service Manager about it. He
said all they could do was
reseal the cover or replace it
if it is bad. He said they
didn't even make a metal cover
for it. What am I supposed
to do the next time? Take it
in even 1000 miles and get it
resealed.

I want a metal valve cover
on my jeep. I want to know
if any other AMC car new or
older with the same 258 C.I.
motor.

000781

will fit on my jeep ³
Does the head on the jeep still
have the holes for the metal
screws in it?

I really think after
paying as much as I did for
this jeep that I am not
asking for too much.

I just do not want
a plastic valve cover on my
jeep and would not have
bought it if I had known
it. I don't think I am being
unreasonable but if this is
not taken care of this will
be my first AMC car and
my last.

Charles Johnson
5876-5th Ave South
St Petersburg Fla
33707

313-331-7484

000782

JUL 23 1985

SERVICES

27 June 1986

Peter G. Guptill
Vice President North American
Sales and Marketing
Detroit, Mich 48232
Dear Sir:

I received your article's on "Jeep" prepared by 4 Wheel and Off-Road magazine. After reading the material I have decided to prepare this letter.

In 1980 I was looking for a vehicle that was reliable, durable and capable of pulling a 1500 pound boat/trailer. The jeep, a 1980 model CJ7 (6 cylinder, 5 speed transmission) performed fairly well, but we had some problems. The problems were minor so we purchased another Jeep. In January 1983, we purchased a 1983 CJ7 Laredo automatic transmission, 6 cylinder. This jeep has performed entirely different from the first jeep. We seemed to have problems from the very first and I assume it was just a new vehicle and sometimes there are problems. However, by the summary of tickets attached you can see it is not just new car problems. There is one problem that I have not overcome and is continuing today. This problem deals with the "Electronic Computer" attached to the carburetor. I had the dealer and factory representative look at 'engine dying' problem earlier in my ownership and they reported they could not find anything that would cause the problem except maybe dirt in the carburetor. At this time I did not understand the problem of a electric computer so I did not know the proper questions to address to your representative.


I could be driving down the highway at 55 MPH and the engine would die. The RPM gage would go from 2300 RPM to 0 at the drop of the hat. My brother-in-law is in the auto repair business and he checked out the computer and replaced a module and things worked fine for awhile. Every so often this same problem has occurred, and at the present time it is occurring again. I believe, in case of accident or worse, your company could be held responsible inasmuch as this began while the jeep was in warranty. The problems with this jeep have been so numerous my wife will not even consider purchase of another AMC product. I was going to trade off the jeep for Blazer or Bronco, but after reading your articles in the literature you sent, I decided to write to you. (Particularly the article "Quality is Spelled Jeep" and its first paragraph). I would prefer to keep my jeep if you can overcome this computer problem.

What I would like is to have a new complete carburetor with brain installed at your expense. I feel like I have been out enough monies, worry everytime my sons and daughter drive the jeep and my fear of taking the jeep on a fishing trip and something happening. By the way, I have to worry because

000783

last March I went fishing and due to engine not idling properly, I had to use the footfeed to keep engine running while backing down the ramp. With the engine running too fast for backing down ramp, the wheels would not stop and I almost sank the jeep/boat/trailer. This scared me and is one reason I was going to trade cars and even take a financial beating, but like I said, I will try to get the jeep fixed.

I would appreciate your consideration. If you want to swap carburetors and computers, I am sure we can reach an agreement.



D. L. Pratt
Route 1, Box 134
Rhome, Texas
76078

000784

SHARP, WARD, PRICE & HIGHTOWER
ATTORNEYS AT LAW
FIRST NATIONAL BANK BUILDING
SIXTH FLOOR
LONGVIEW, TEXAS 75606

EARL SHARP
T. JOHN WARD
JOHN SHARP
ROY E. PRICE, JR.
RICHARD HIGHTOWER
JAMES W. SHARP

A.C. 214 - 757-3880
MAILING ADDRESS:
P. O. DRAWER 3108
DAVID C. MOORE
OF COUNSEL

November 18, 1983

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Coker Buick AMC/Jeep
4411 State Line
Texarkana, Texas 75501

American Motors Corporation/Jeep Corporation
Owner Relations
Post Office Box 442
Detroit, Michigan 48232

RE: Claim of Gary L. Price for Defective Product
Vehicle No. 1JCCM87EXDT040428
Dealer No. 23 4888
Zone Order No. AJ268229

Gentlemen:

Mr. Johnny Griffin of Coker Buick AMC/Jeep called me on November 16 and asked that Gary L. Price bring in his Jeep that is the subject of his claim, one more time so that still another effort could be made to rectify the rather substantial oil spill from around the plastic valve cover on the vehicle. I have relayed that offer to Gary L. Price. Mr. Price has previously returned the vehicle to the dealership on five occasions so that the problem with the oil spillage could be rectified. A number of efforts have been made to dope down or glue the cover to the engine block, and on the last occasion a new plastic valve cover was installed in an attempt to rectify the defect, all with no success. If the defect cannot be rectified in five attempts, it seems highly unlikely that still another like effort will be of any benefit.

Please be advised that we adhere to the demand set forth in our letter of November 14, 1983. Should we not receive your confirmation of payment of Mr. Price's claim, or arrangements to provide him with a like replacement vehicle within thirty (30) days from the date of November 14, 1983, suit will be filed under the provisions of the Texas Deceptive Trade Practice/Consumer Protection Act. Consumer may recover up to three times his

000785

SHARP, WARD, PRICE & HIGHTOWER
ATTORNEYS AT LAW

RE: Claim of Gary L. Price
November 18, 1983
Page Two

actual damages plus attorney's fees and court costs by virtue of that act.

We would hope that we do receive your response in the near future so that the expense and inconvenience of litigation may be avoided.

Very truly yours,



ROY E. PRICE, JR.

REP:pm
Enclosure

000786



PROFESSIONAL TECHNICALLY
PROFICIENT PEOPLE

5-12-86

RANDY ZMUCKA
1171 PACKERS CIR. #34
TUSTIN, CA 92680
(714) 832-3829

MAY 16 1986
OWNER SERVICE

GENTLEMEN

PLEASE EXCUSE THE HAND WRITTEN LETTER.

IN MAY OF 1983 I PURCHASED A NEW 1983 CJ7 WITH
A 258 CU. IN. SIX CYLINDER ENGINE. AFTER ABOUT 20,000
MILES, ENGINE OIL BEGAN LEAKING BETWEEN THE VALVE COVER
AND CYLINDER HEAD, ABOVE THE EXHAUST MANIFOLD. A FEW MONTHS
LATER THE LEAK BECAME SO BAD, THE LEAKING OIL WAS
BURNING AND SMOKING ON THE EXHAUST MANIFOLD TO THE POINT
THE ENGINE APPEARED TO BE ON FIRE. FINALLY, WITH ABOUT
23,000 MILES ON THE VEHICLE, I INQUIRED AT THE DEALER ABOUT
THE PROBLEM. THEIR PARTS DEPARTMENT INFORMED ME A RE-
PLACEMENT KIT WAS AVAILABLE TO CORRECT THE POOR
DESIGN OF THE ORIGINAL EQUIPMENT. I PURCHASED AND IN-
STALLED THE KIT, AND THE LEAKING HAS STOPPED. I REALLY
THINK IT IS UNFAIR (AT LEAST TO THE ORIGINAL OWNER) TO
PAY TO CORRECT A DESIGN FLAW IN YOUR PRODUCT.

I AM ENCLOSING COPIES OF MY OWNERS IDENTIFICATION
AND PARTS INVOICE.

THANK YOU.

Randy Zmucka

000787



Your 1983 Jeep Warranty Documents:

- Limited Warranty Page 2
- Extended Powertrain Page 6
- Limited Warranty Page 6
- Emission Control System Page 8
- Factory Installed Battery Page 13

SAFEGUARD THIS BOOKLET

OWNER IDENTIFICATION

To be filled in by authorized Jeep selling dealer.

Model 83 Vehicle Identification Number (VIN) 19CCN87F50T062167

Year 83 Ignition Key Number 84PD D Door Key Number 1

Owner's Name Randy or Betty Zaudke
Address 1171 Packers Cir #34

City Justin State/Province WA Zip/Postal Code 92680

Warranty Service
This folder contains important information concerning this warranty on your new vehicle. Please read it very carefully. Your dealer will fill in the required information to establish your eligibility for warranty service. To obtain warranty service, present this folder to the dealership service manager.

IMPORTANT: Keep this folder in your vehicle at all times. Make it available to your dealer when warranty service is needed. This folder should remain with the vehicle at all times of resale.

Date of First Use Mo. 01 Day 5 Year 81
The warranty begins the date of the first use of the vehicle or the delivery date, whichever comes first.

Selling Dealer Zone Code 314967

000788

Unit # **1404**

11/11/83

Case No. **1121** Incident **NF**

OWNER CONTACT REPORT (ONLY A OPEN CASE CLOSING REPORT)

Address **North, Texas**

City, State, Zip **713 6514101**

Home Phone **812 5428**

Selling Dealer **Aceman**

Handling Dealer

Change To

Information Given By

Notes/Action Agreed

Codes

No. of lines to Dealer **256**

No. of lines to Zone

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16-000

14 March 1985

Jeep Corporation
14250 Plymouth Road
Detroit, Michigan 48332
ATTN: Owner Relations

Dear Sir:

I purchased a New 1984 CJ7/Renegade on the 23rd of October 1984, VIN LJCC8757ETO41616, Miles 77, current miles is 6272. I purchased it from Springfield AMC, Lincoln/Mercury, Renault, Jeep Dealer in Springfield, Missouri.

I recently took it back to the dealer to have repairs made which I had found wrong with it since I had purchased it. I took it to them on the 22nd of February 1985 and left it with them. On the 26th of February the service manager called and said I could come and pick it up that it was fixed. I went down on the 2nd of March and nothing had been repaired so I told them to fix it that I would leave it there. I called them on the 4th and was told it was ready again. I went back on the 7th and got the jeep and nothing had been fixed. The service manager said that it was a lemon and he had never seen so much wrong with a vehicle. They did do one thing to it, they replaced the windshield because they broke it, and while replacing it they chipped the paint and didn't bother to touch the chips up with paint. I paid over \$11,000.00 for a piece of junk.

I have driven two other 84 Jeeps that belong to friends and theirs will outperform the one I have. I purchased this Jeep because I thought it would be good to use to go different places since I do a lot of camping in the summer but it can't pull the small trailer I put my camping equipment in, (the trailer is 3.5 feet wide, 5 feet long, with 15 inch sides weight loaded is 200 lbs) won't pull it.)

This is the last AMC product I will ever purchase since you can't get it either repaired or replaced with one that is not a piece of junk. I realize that you could care less whether I do or not since I am only one person. For your information I am in my forties, retired from the US Army and presently work for the federal government. I have been in the automotive maintenance field since 1961.

I have recently talked with other Jeep Dealers and was told that the Dealer in Springfield should have obtained a replacement vehicle or refunded the purchase price. I also notified the Bank that I financed the Jeep with and informed them of the problem but they could not do anything and of course I talked with the Sales David Caldwell and he was all talk no action.

Attached is a copy of all the faults on the Jeep and a copy of the building order.

Sincerely,
Edgar E. Bradley

000792

ITFMS TO BE REPAIRED OR REPLACED

1. Leaks water around windshield. (Not repaired)
2. Leaks water around all windows to include wing windows. (Not repaired)
3. Hardtop does not fit. (Not repaired)
4. Thermostat housing leaks. (Not repaired)
5. Valve cover leaks oil. (Not repaired)
6. Leaks water around doors and also rear liftdoor. (Not repaired)
7. Engine misfires. (not repaired)
8. Engine floo's when cold. (Not repaired)
9. Passenger door does not fit right at the bottom. (not repaired)
10. uses oil. (Service manager stated that I had to bring the vehicle to them to add oil. This is stupid since I live 85 miles one way from Springfield. Added one quart fo oil in 180 miles, when I picked up the jeep on the 7th of March.)
11. Oil pressure does not maintain a steady pressure at any speed, at 55 MPH it will flucuate between 0 and 40lbs. (Not repaired)
12. Water leaks in around windshield folddown stripping. (not repaired)
13. Water leakage caused damage to two radios which I purchased, since none was installed when I purchased the jeep. \$160.00 down the drain)
14. Engine will shut off at different speeds. (Not repaired)
15. Looses power on the alightest grade.
16. Vibrates in four wheel drive. (Not repaired)
17. Air enters around the hardtop at the front and rear. (Not repaired)
18. Air enters fresh air inlet when closed. (Not repaired)
19. Fan for heater actot control knob will not stay on. (Not repaired)
20. Exhaust leaks at Muffler/Convertor connection) (Not repaired)
21. Requested it be lubricated. (Not done)
22. Alternator not charging properly. (Not repaired)

Edgar E. Bradley
Route 2 Box 103H
Waynesville, Missouri 65583

Jeep Corp.
ATTN: Owner Relations

[illegible]

No. : Aged
 Admission Unit #7
 Codes: 8110-1
 No. of Inets to Draft: CN CL7
 No. of Inets. to Zone
 Issuing Disposition: 022-1

[illegible]

Page: 0000

1. Did you deal with every owner issue in terms of problem/description taken/warranty level of satisfaction (including any which caused you to lose the sale)? ☒ Yes ☐ No

2. Who read tested or quality checked the owner's vehicle? ☐ Read ☐ I was not required

20794

OR ☐ **General Processing** | ☐ **Divisions**

Name _____ Title _____

Company _____

3. Was this road test done with the owner in the vehicle? ☐ Yes ☐ No

4. Who from the zone initiated satisfaction with the center? _____

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 Copy of OCH sent to zone ☐ ☐ ☐
 Accepted: _____ Date: _____
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JAN 29 1987
OWNER SERVICES

To whom this may concern, I am writing again about my 1984 CJ-7 Jeep. I had it in the shop three times, no results. I was told I would have to spend \$100.00 dollars to put a steel oil valve cover replacing the plastic one. I was also told the plastic would leak oil because of the heat from the motor. I have oil all over my motor and I have to add oil at times. I have 30,000 miles now, I bought it new. I have not considered legal action yet, but please don't tell me to take it to the dealer like before. I have talked to other people with Jeeps who have the same problem. I like my Jeep, but not the oil problem. I work days and can not afford to miss work.

Thank you,

Alfred Davis JR.

Alfred Davis JR.

Home phone 224-5189
Job — 376-9700

000795

Owner's Name **Alvin**
 Title **MR**

719 **0417** **13**

Code **D2** **16**
 No. **16** **16**

AMC/JEEP/RENAULT
 OWNER CONTACT REPORT (OCR) & OPEN CASE CLOSING REPORT

Address **Yukonville**

City, State, ZIP **2041281** **MA** **01726**

Home Phone **712 0766**

Sending Dealer **Frank Griffin Yukonville**

Change To **115 5913**

Investigation Agency **115 5913**

Code **94 C17** No. of Lines to Zone **46**

Vehicle

Value and Make

460

110 D12

Approved to get line number

+ our first job sending

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November 14, 1984
378 Chestnut Hill Avenue
Waterbury, CT 06704

Robert B. Lester
Owner Relations Department
Jeep Corporation
14250 Plymouth Road
Detroit Michigan 48232

Dear Mr. Lester:

Thank you for your letter of November 6, 1984 regarding my 1984 Jeep CJ-7.

I am sorry you were unable to contact me by telephone. The best time to reach me at my home is after 4:15 P.M. or before 7:30 A.M.

As I related to you in my last letter, I am requesting your assistance in resolving the problems I have been experiencing with my Jeep. Because of a demonstrated lack of concern on the part of the selling dealership, I would like the name of another dealer who would be able to make the repairs.

The following problems exist at this time:

- 1) Oil Gauge inoperable
- 2) Hazard Lights inoperable
- 3) Door lock stuck in closed position
- 4) Paint fading from rollbar
- 5) Steering wheel needs to be aligned
- 6) Seal on windshield falling off
- 7) Soft top wearing out from contact with metal burr on rollbar
- 8) Rear seat hold down bolts stripped
- 9) Passenger seat hold down bolts stripped
- 10) Motor oil leaking in area of valve cover

My experience so far has led to the conclusion that the dealer feels that you will eventually give up and go away if they keep the vehicle in the shop for excessive amounts of time while not properly completing requested repairs. It is apparent that the work is not even checked prior to the vehicle being released by the shop, as on several occasions blatant problems existed which would have been picked up if the vehicle was checked properly.

The attitude on the part of the selling dealership reflected in some of the comments by the owner.

001-97

should have bought a Cadillac' instead of a Jeep. It's a utility vehicle'

I feel that the corporation has an interest in knowing how satisfied customers are with the product they produce. I also feel that the corporation does not share some of the views expressed by the individual dealerships.

My impression has been that the Jeep name stands for quality and durability. I do not agree that a 'utility vehicle' should not conform to reasonable standards as implied by the dealership, nor do I feel that being a disinterested customer is a liability to the corporation. It is to your advantage to utilize feedback obtained from customers to improve the quality of the product as well as the service furnished by your dealers.

I look forward to hearing from you concerning obtaining the needed repairs for my Jeep from one of the other dealers in my area.

Sincerely yours,

John D. Pannone
John D. Pannone

000-798